

BellSouth Telecommunications, Inc.
333 Commerce Street
Suite 2101
Nashville, TN 37201-3300

guy.hicks@bellsouth.com

August 28, 2002

Guy M. Hicks
General Counsel

615 214 6301
Fax 615 214 7406

02 AUG 28 PM 2 33

RECEIVED

VIA HAND DELIVERY

Hon. Sara Kyle, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *Docket to Establish Generic Performance Measurements,
Benchmarks and Enforcement Mechanisms for BellSouth
Telecommunications, Inc.*
Docket No. 01-00193

Dear Chairman Kyle:

Recently, BellSouth filed with the Authority six additional performance measures relating to change control (with a subsequent filing correcting CM-6) that the Company proposes to voluntarily implement. BellSouth also provided SQM pages associated with the six measures.

In its August 9, 2002 filing, BellSouth stated that it was voluntarily agreeing to pay Tier II penalties on three of those measures. Those measures were:

CM-6: Percent of Software Errors Corrected in X (10, 30, 45)
Business Days

CM-7: Percent of Change Requests Accepted or Rejected Within 10
Days

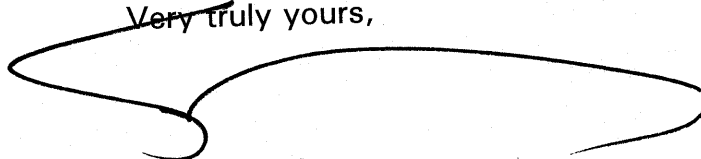
CM-11: Percent of Change Requests Implemented Within 60 Weeks
of Prioritization

BellSouth failed, however, to update appropriate pages in the SQM reflecting these measures in Appendix B: SEEM Submetrics. As a result, fifteen copies of an

Hon. Sara Kyle, Chairman
August 28, 2002
Page 2

updated Table B-2: Tier 2 Submetrics are attached. The three new CCP measures are included as Item Nos. 75-77 of the Table.

Very truly yours,

A large, stylized handwritten signature in black ink, consisting of a long horizontal stroke with a large loop at the end and a smaller loop at the beginning.

Guy M. Hicks

GMH:ch

2. Tier 2 Submetrics

Table B-2 contains a list of Tier 2 submetrics.

Table B-2: Tier 2 Submetrics

Item No.	Tier 2 Sub Metrics
1	Average Response Time - Pre-Ordering/Ordering
2	Interface Availability - Pre-Ordering/Ordering
3	Interface Availability - Maintenance & Repair
4	Loop Makeup - Response Time - Manual
5	Loop Makeup - Response Time - Electronic
6	Acknowledgement Message Timeliness - EDI
7	Acknowledgement Message Timeliness - TAG
8	Acknowledgement Message Completeness EDI
9	Acknowledgement Message Completeness TAG
10	Percent Flow-through Service Requests (Summary)
11	Reject Interval
12	Firm Order Confirmation Timeliness
13	Firm Order Confirmation and Reject Response Completeness - Fully Mechanized
14	Percent Missed Installation Appointments - Resale POTS
15	Percent Missed Installation Appointments - Resale Design
16	Percent Missed Installation Appointments - UNE Loop and Port Combinations
17	Percent Missed Installation Appointments - UNE Loops
18	Percent Missed Installation Appointments - UNE xDSL
19	Percent Missed Installation Appointments - UNE Line Sharing
20	Percent Missed Installation Appointments - Local IC Trunks
21	Average Completion Interval - Resale POTS
22	Average Completion Interval - Resale Design
23	Average Completion Interval - UNE Loop and Port Combinations
24	Average Completion Interval - UNE Loops
25	Average Completion Interval - UNE xDSL
26	Average Completion Interval - UNE Line Sharing
27	Average Completion Interval - Local IC Trunks
28	Coordinated Customer Conversions Interval - Unbundled Loops
29	Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops
30	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
31	Cooperative Acceptance Testing - Percent xDSL Loops Tested
32	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
33	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
34	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
35	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops
36	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
37	Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing
38	Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks
39	LNP - Percent Missed Installation Appointments
40	Missed Repair Appointments - Resale POTS
41	Missed Repair Appointments - Resale Design
42	Missed Repair Appointments - UNE Loop and Port Combinations
43	Missed Repair Appointments - UNE Loops
44	Missed Repair Appointments - UNE xDSL
45	Missed Repair Appointments - UNE Line Sharing
46	Missed Repair Appointments - Local IC Trunks
47	Customer Trouble Report Rate - Resale POTS
48	Customer Trouble Report Rate - Resale Design
49	Customer Trouble Report Rate - UNE Loop and Port Combinations
50	Customer Trouble Report Rate - UNE Loops
51	Customer Trouble Report Rate - UNE xDSL
52	Customer Trouble Report Rate - UNE Line Sharing
53	Customer Trouble Report Rate - Local IC Trunks
54	Maintenance Average Duration - Resale POTS
55	Maintenance Average Duration - Resale Design
56	Maintenance Average Duration - UNE Loop and Port Combinations
57	Maintenance Average Duration - UNE Loops
58	Maintenance Average Duration - UNE xDSL
59	Maintenance Average Duration - UNE Line Sharing
60	Maintenance Average Duration - Local IC Trunks
61	Percent Repeat Troubles within 30 days - Resale POTS
62	Percent Repeat Troubles within 30 days - Resale Design
63	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
64	Percent Repeat Troubles within 30 days - UNE Loops
65	Percent Repeat Troubles within 30 days - UNE xDSL
66	Percent Repeat Troubles within 30 days - UNE Line Sharing
67	Percent Repeat Troubles within 30 days - Local IC Trunks
68	Invoice Accuracy
69	Mean Time to Deliver Invoices
70	Usage Data Delivery Accuracy

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
71	Trunk Group Performance - Aggregate
72	Collocation Percent of Due Dates Missed
73	Timeliness of Change Management Notices
74	Timeliness of Documents Associated with Change
75	Percent of Software Errors Corrected in X (10, 30, 45) Business Days
76	Percent of Change Requests Accepted or Rejected Within 10 Days
77	Percent of Change Requests Implemented Within 60 Weeks of Prioritization
78	Service Order Accuracy - Resale Residence
79	Service Order Accuracy - Resale Business
80	Service Order Accuracy - Resale Design
81	Service Order Accuracy - UNE Specials (Design)
82	Service Order Accuracy UNE (Non-design)
83	Service Order Accuracy Local Interconnection Trunks

CERTIFICATE OF SERVICE

I hereby certify that on August 28, 2002, a copy of the foregoing document was served on the following parties, via the method indicated:

- ☐ Hand
- ☒ Mail
- ☐ Facsimile
- ☐ Overnight

James Lamoureux, Esquire
AT&T
1200 Peachtree St., NE
Atlanta, GA 30309

- ☐ Hand
- ☒ Mail
- ☐ Facsimile
- ☐ Overnight

Henry Walker, Esquire
Boult, Cummings, et al.
P. O. Box 198062
Nashville, TN 37219-8062

- ☐ Hand
- ☒ Mail
- ☐ Facsimile
- ☐ Overnight

Jon E. Hastings, Esquire
Boult, Cummings, et al.
P. O. Box 198062
Nashville, TN 37219-8062

- ☐ Hand
- ☒ Mail
- ☐ Facsimile
- ☐ Overnight

Charles B. Welch, Esquire
Farris, Mathews, et al.
618 Church St., #300
Nashville, TN 37219

- ☐ Hand
- ☒ Mail
- ☐ Facsimile
- ☐ Overnight

Dana Shaffer, Esquire
XO Communications, Inc.
105 Malloy Street
Nashville, TN 37201

